

What is claimed is:

1. A method for providing an information assistance service,
comprising:
 - 5 receiving a call from a caller, the call including an information assistance request;
 - conducting a data search in response to the information assistance request;
 - generating a record which contains a plurality of telephone numbers
resulting from the data search, the telephone numbers being associated with a plurality of
10 entities, respectively; and
 - repeating the following (a) through (e) one or more times before the
caller's call is terminated:
 - (a) selecting a first telephone number from the record;
 - (b) establishing a first communication by connecting the caller's call to the
15 first telephone number;
 - (c) detecting a predetermined call status condition relating to the first
communication;
 - (d) in response to the predetermined call status condition, selecting a
second telephone number from the record; and
 - 20 (e) establishing a second communication by connecting the caller's call to
the second telephone number.
2. The method of claim 1, wherein the information assistance request
includes a request for suggesting providers of a product or service desired by the caller.
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3. The method of claim 1, wherein the plurality of entities include
providers of a product or service desired by the caller.

4. The method of claim 1, wherein the plurality of entities include individuals.

5. The method of claim 1, wherein the data search includes a search of a directory associated with the caller.

6. The method of claim 1, wherein at least one of the telephone numbers in the record is assigned a priority based on a distance between the caller and the entity associated with the at least one telephone number.

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7. The method of claim 1, wherein at least one of the telephone numbers in the record is assigned a priority based on a compensation by the entity associated with the at least one telephone number to a provider of the information assistance service.

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8. The method of claim 1, wherein the predetermined call status condition includes an indication that the first communication is disconnected by a called entity associated with the first telephone number.

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9. The method of claim 1, wherein the predetermined call status condition includes a busy condition.

10. The method of claim 1, wherein the predetermined call status condition includes a ring-no-answer condition.

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11. The method of claim 1, wherein the predetermined call status condition includes a communication problem.

12. The method of claim 1, wherein at least part of content of the record is stored in a folder associated with the user after the caller's call is terminated.

13. A method for providing an information assistance service,
5 comprising:
receiving a call from a caller, the call including an information assistance request;
conducting a data search in response to the information assistance request;
generating a record which contains a plurality of telephone numbers
10 resulting from the data search, the telephone numbers being associated with a plurality of entities, respectively;
establishing communications connecting the caller's call to two or more of the telephone numbers in the record in accordance with a call pattern before a termination of the caller's call; and
15 allowing the caller to manipulate the call pattern.

14. The method of claim 13, wherein the call pattern specifies that the communications are established in a successive manner.

20 15. The method of claim 13, wherein the call pattern specifies that at least two of the communications overlap in time.

16. The method of claim 13, wherein the caller is allowed to re-arrange the order of the communications to manipulate the call pattern.

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17. The method of claim 13, wherein the information assistance request includes a request for suggesting providers of a product or service desired by the caller.

5 18. The method of claim 13, wherein the plurality of entities include providers of a product or service desired by the caller.

19. The method of claim 13, wherein the plurality of entities include individuals.

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20. The method of claim 13, wherein the data search includes a search of a directory associated with the caller.

21. The method of claim 13, wherein the call pattern is designed based on relative distances between the caller and the entities associated with the two or more telephone numbers.

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22. The method of claim 13, wherein the call pattern is designed based on relative compensations by the entities associated with the two or more telephone numbers to a provider of the information assistance service.

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23. The method of claim 13, wherein at least part of content of the record is stored in a folder associated with the user after the caller's call is terminated.

24. The method of claim 13, further comprising allowing the caller to insert contact information concerning a desired party in the record.

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25. A system for providing an information assistance service,
comprising:

an interface for receiving a call from a caller, the call including an
information assistance request, a data search being conducted in response to the
5 information assistance request; and

a processor for generating a record which contains a plurality of telephone
numbers resulting from the data search, the telephone numbers being associated with a
plurality of entities, respectively, communications being established which connect the
caller's call to two or more of the telephone numbers in the record in accordance with a
10 call pattern before a termination of the caller's call, the caller being allowed to manipulate
the call pattern.

26. The system of claim 25, wherein the call pattern specifies that the
communications are established in a successive manner.
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27. The system of claim 25, wherein the call pattern specifies that at
least two of the communications overlap in time.

28. The system of claim 25, wherein the caller is allowed to re-arrange
20 the order of the communications to manipulate the call pattern.

29. The system of claim 25, wherein the information assistance request
includes a request for suggesting providers of a product or service desired by the caller.

30. The system of claim 25, wherein the plurality of entities include
25 providers of a product or service desired by the caller.

31. The system of claim 25, wherein the plurality of entities include individuals.

32. The system of claim 25, wherein the data search includes a search
5 of a directory associated with the caller.

33. The system of claim 25, wherein the call pattern is designed based on relative distances between the caller and the entities associated with the two or more telephone numbers.

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34. The system of claim 25, wherein the call pattern is designed based on relative compensations by the entities associated with the two or more telephone numbers to a provider of the information assistance service.

15 35. The system of claim 25, wherein the caller is allowed to insert contact information concerning a desired party in the record.